

ROUTE STEPS 104(#1)

1	TERMINATE CALL TO AGENT 103(#1)
2	QUEUE CALL TO AGENT 103(#1)
3	IF WAIT TIME > 1 MINUTE, THEN TRANSFER CALL TO PBX 101(#2)

ROUTE STEPS 104(#2)

1	TERMINATE CALL TO AGENT 103(#2)
2	QUEUE CALL TO AGENT 103(#2)
3	IF WAIT TIME > 1 MINUTE, THEN TRANSFER CALL TO PBX 101(#1)

FIG. 1

PRIOR ART

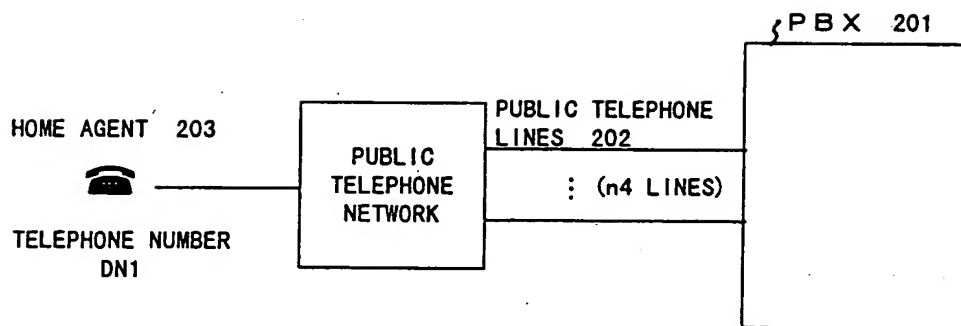


FIG. 2
PRIOR ART

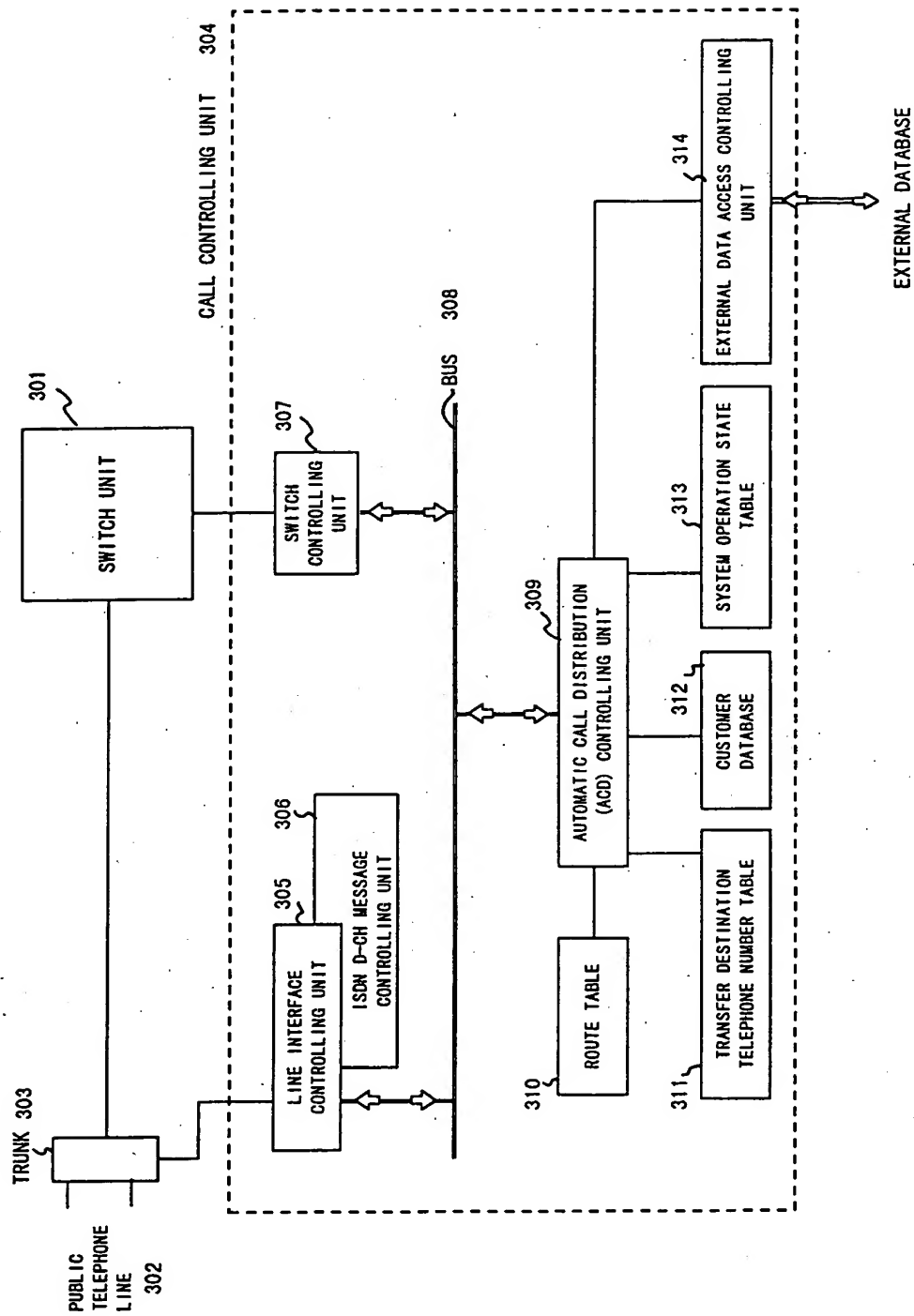
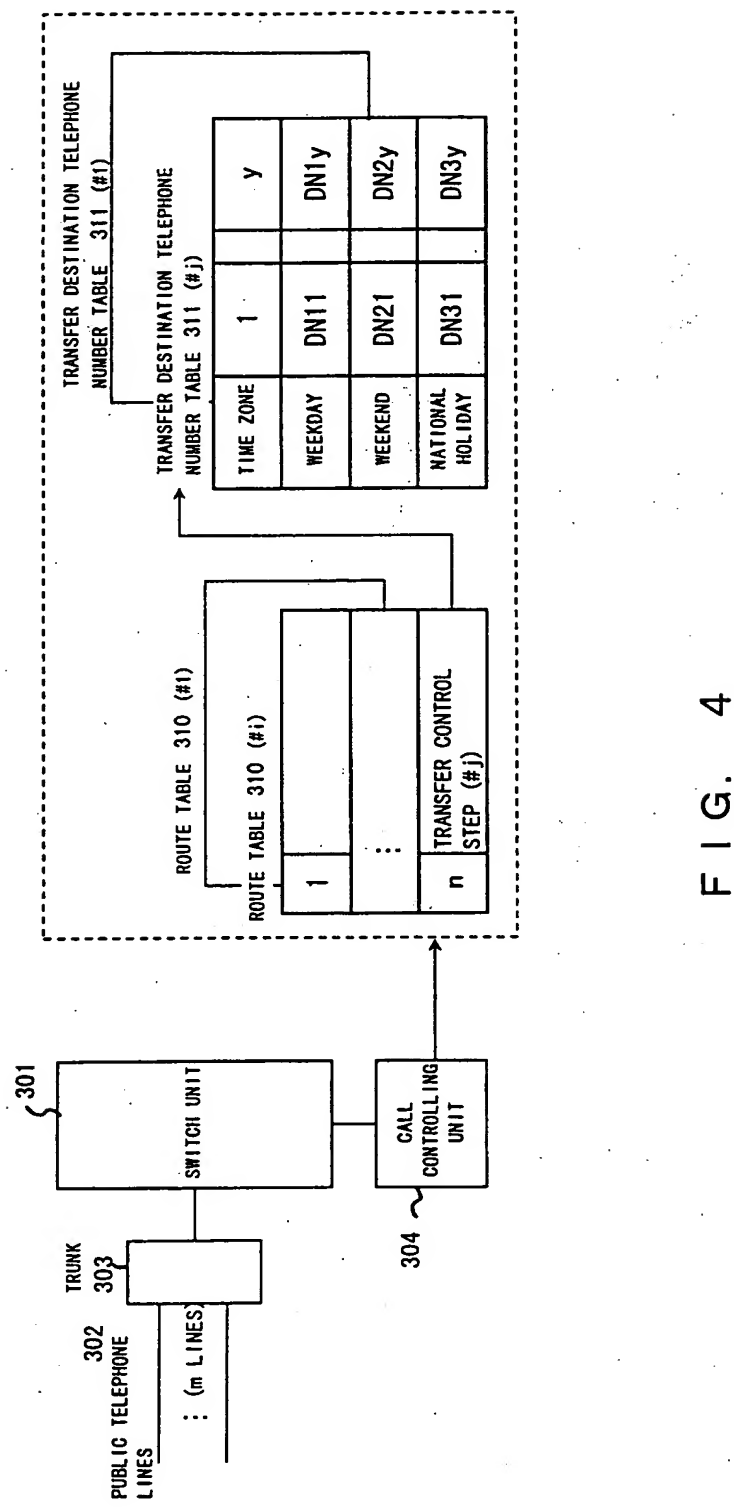


FIG. 3



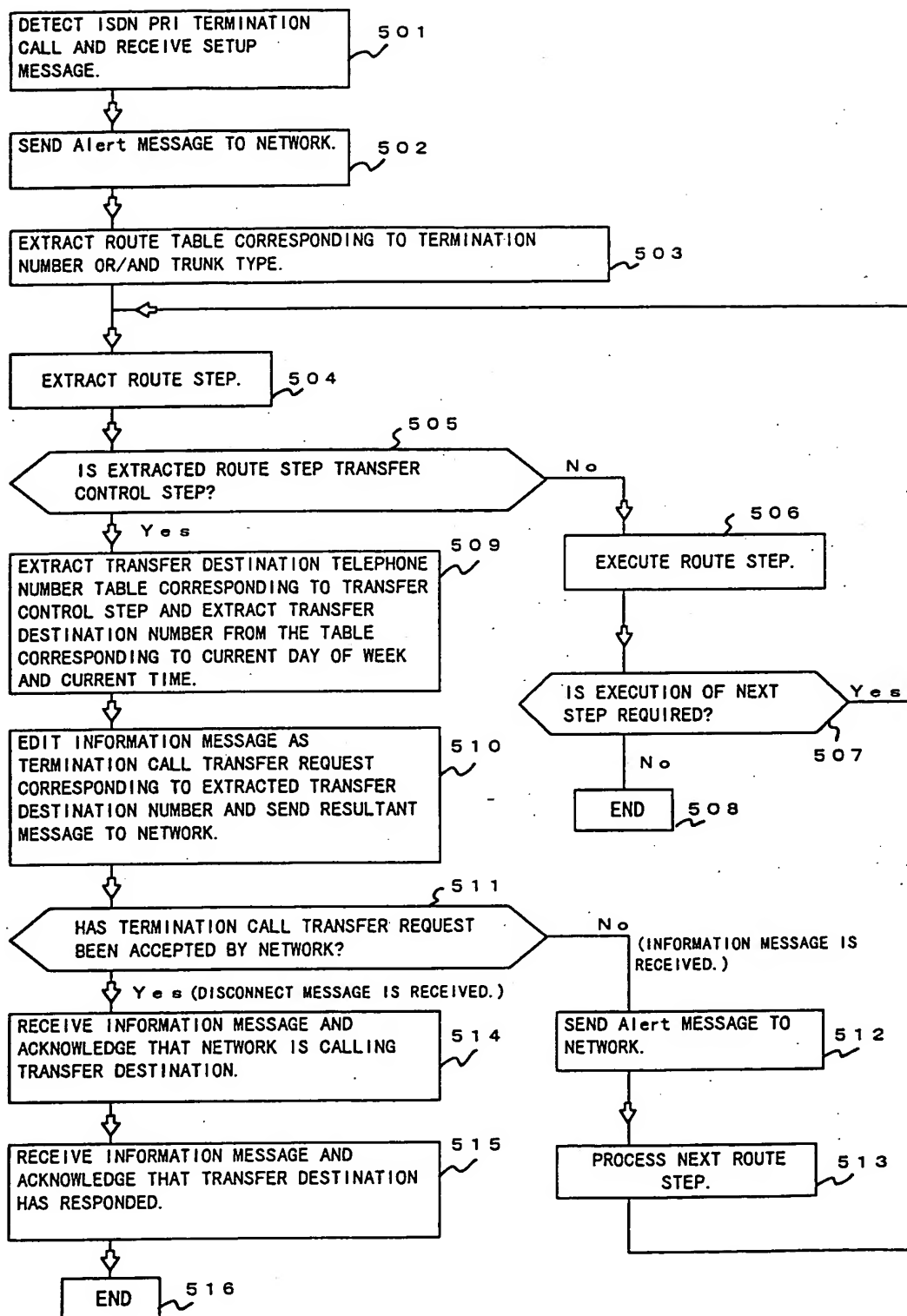


FIG. 5

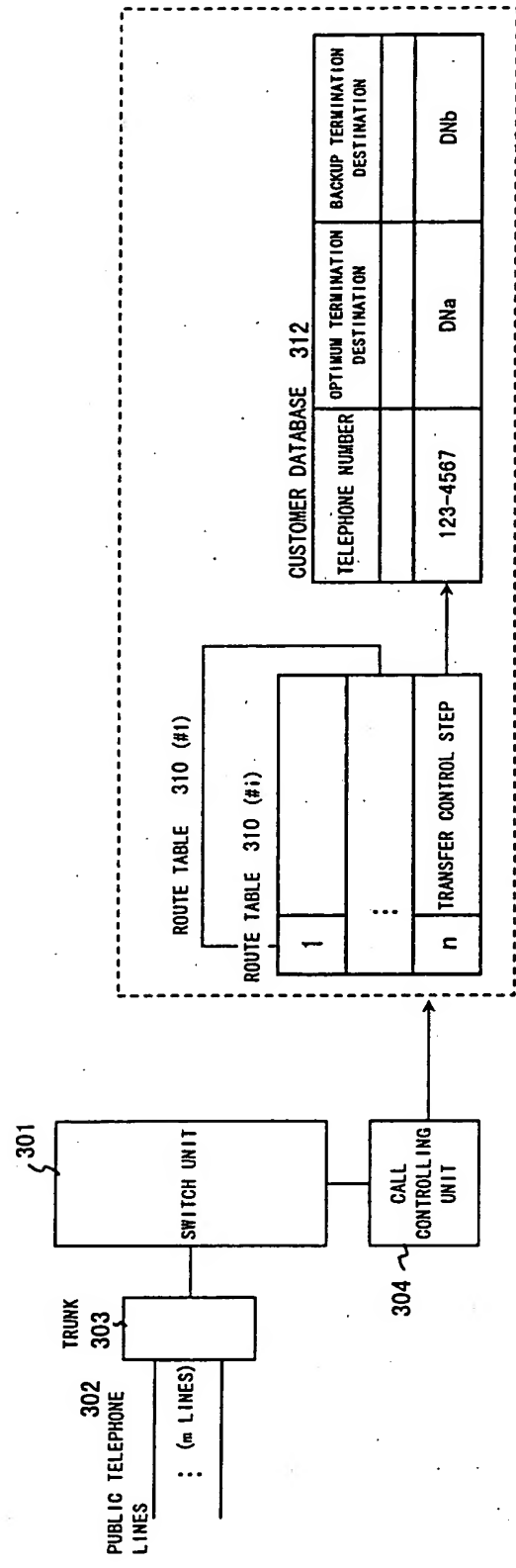


FIG. 6

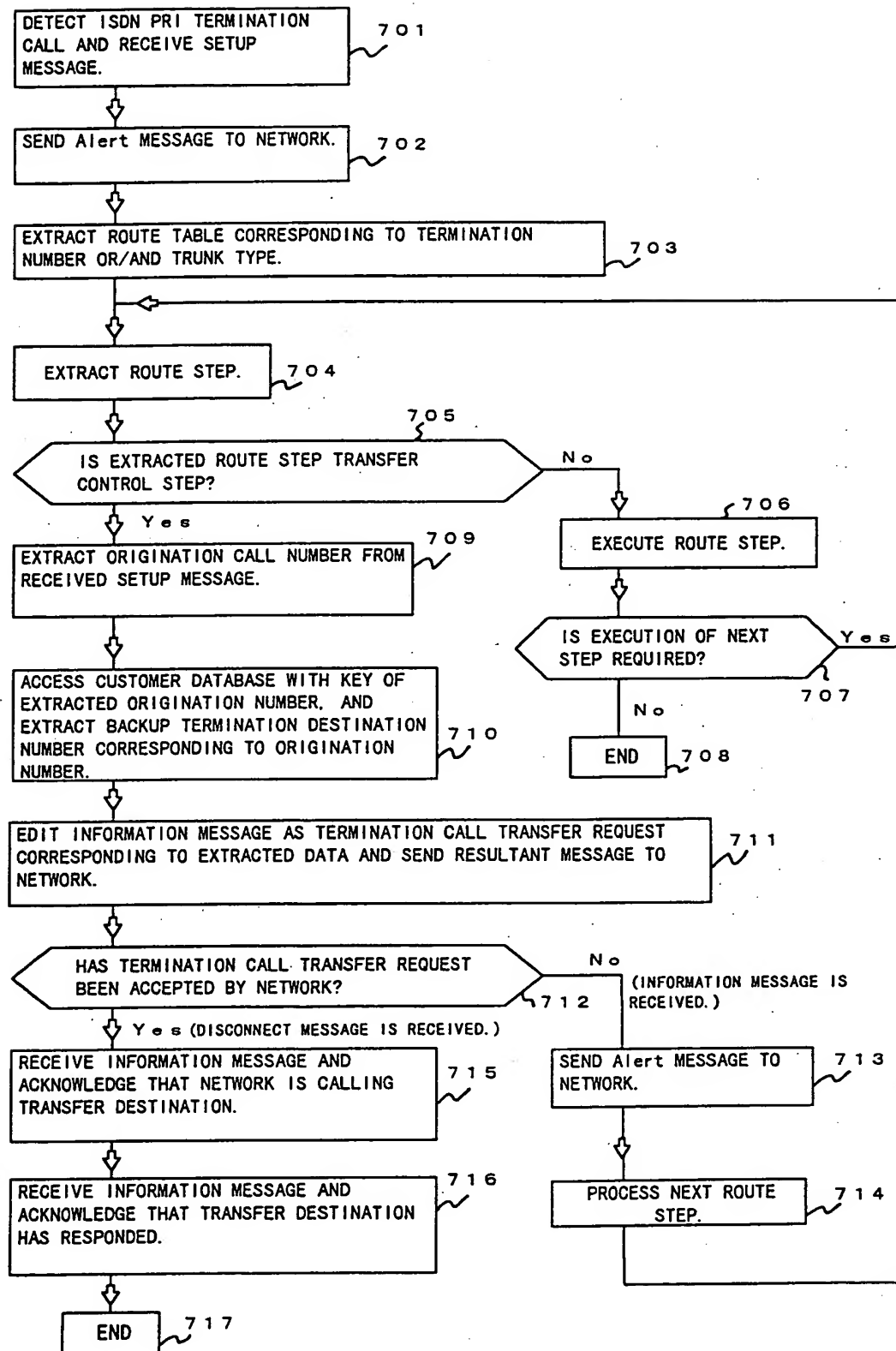


FIG. 7

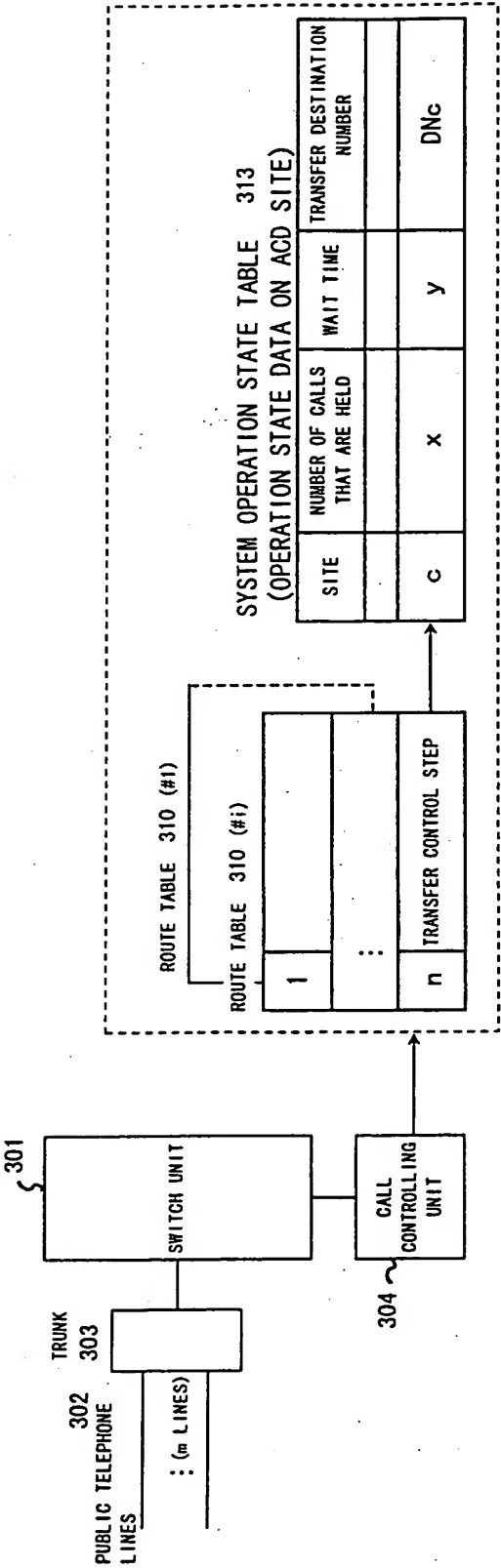


FIG. 8

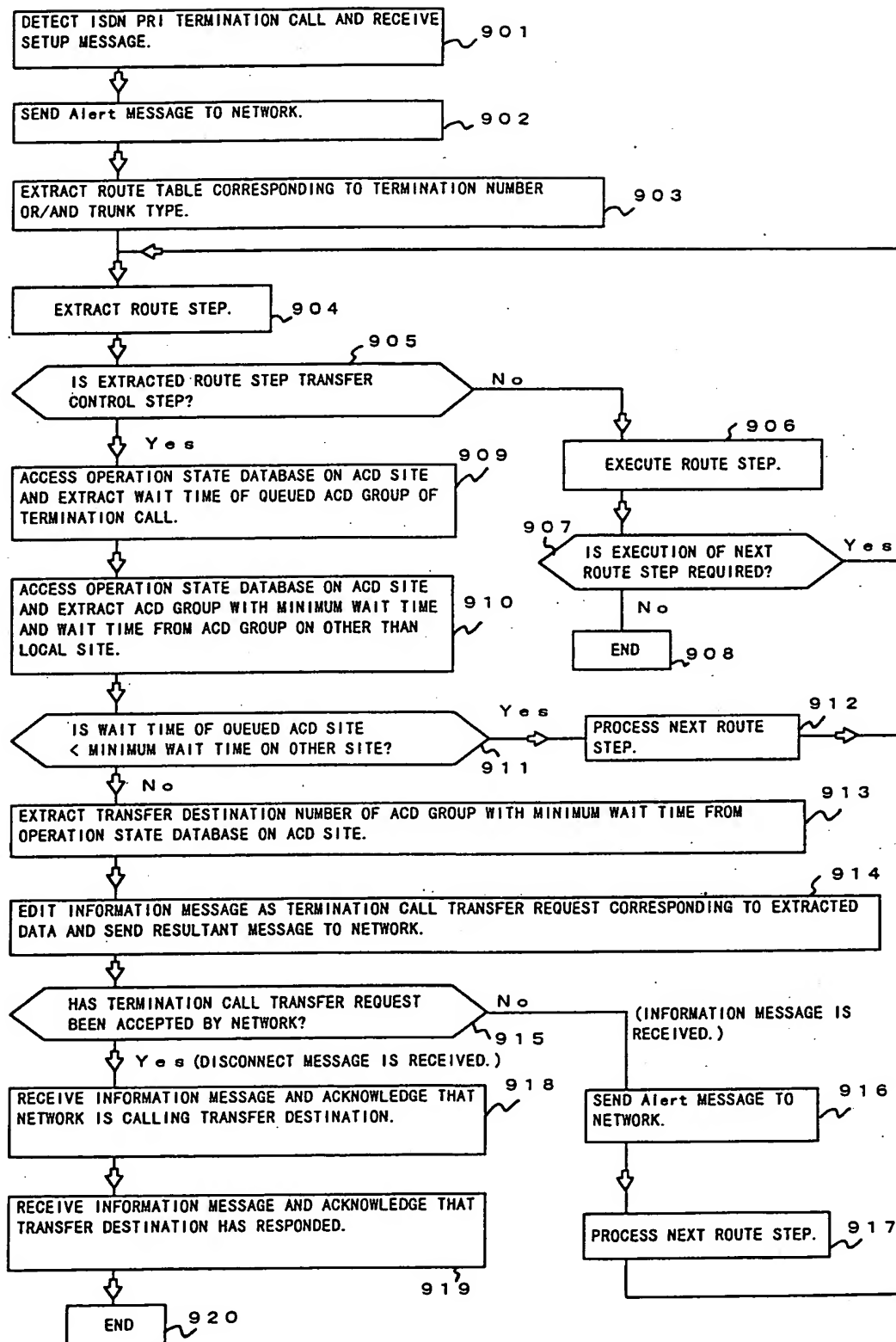


FIG. 9

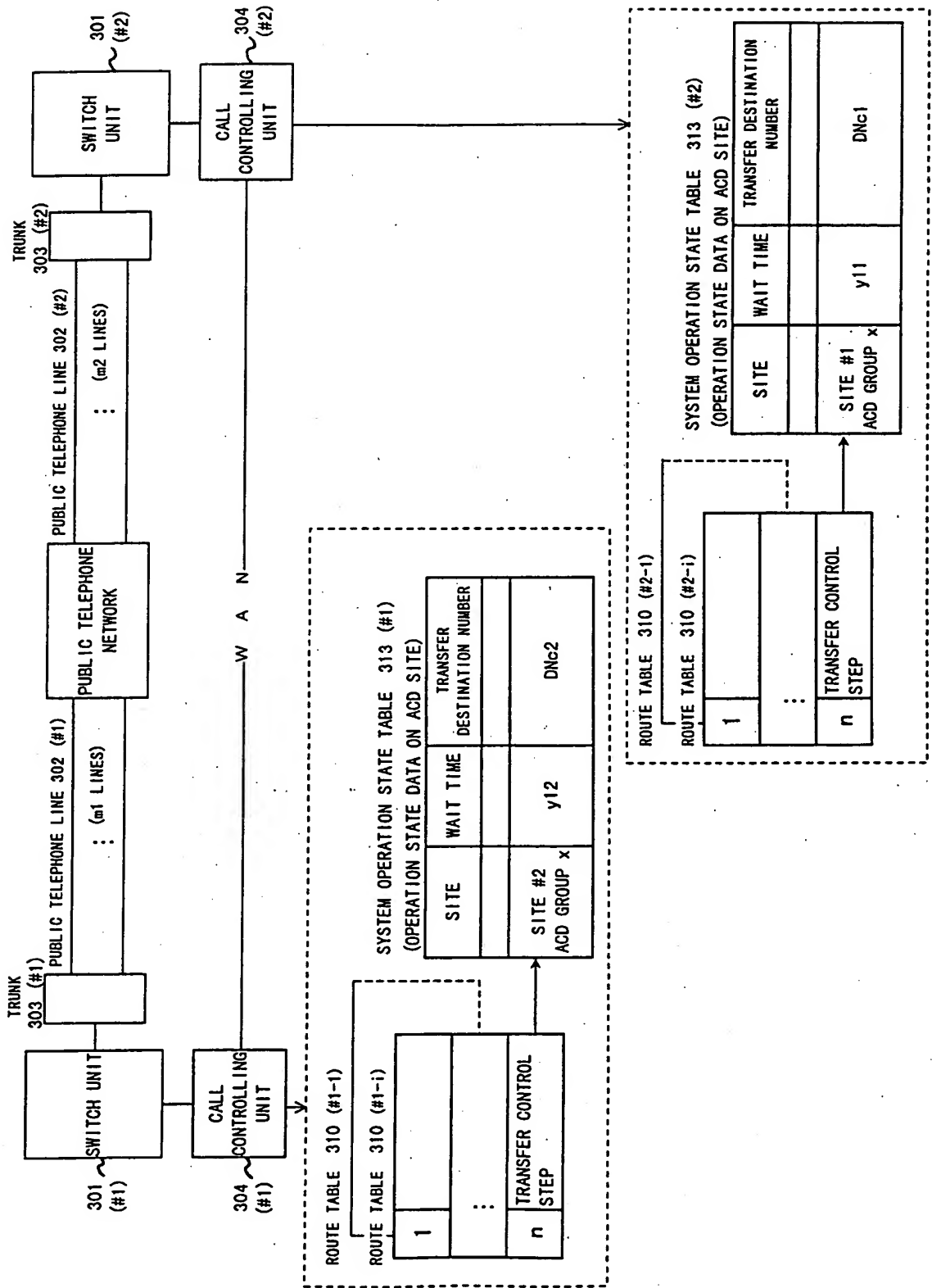


FIG. 10

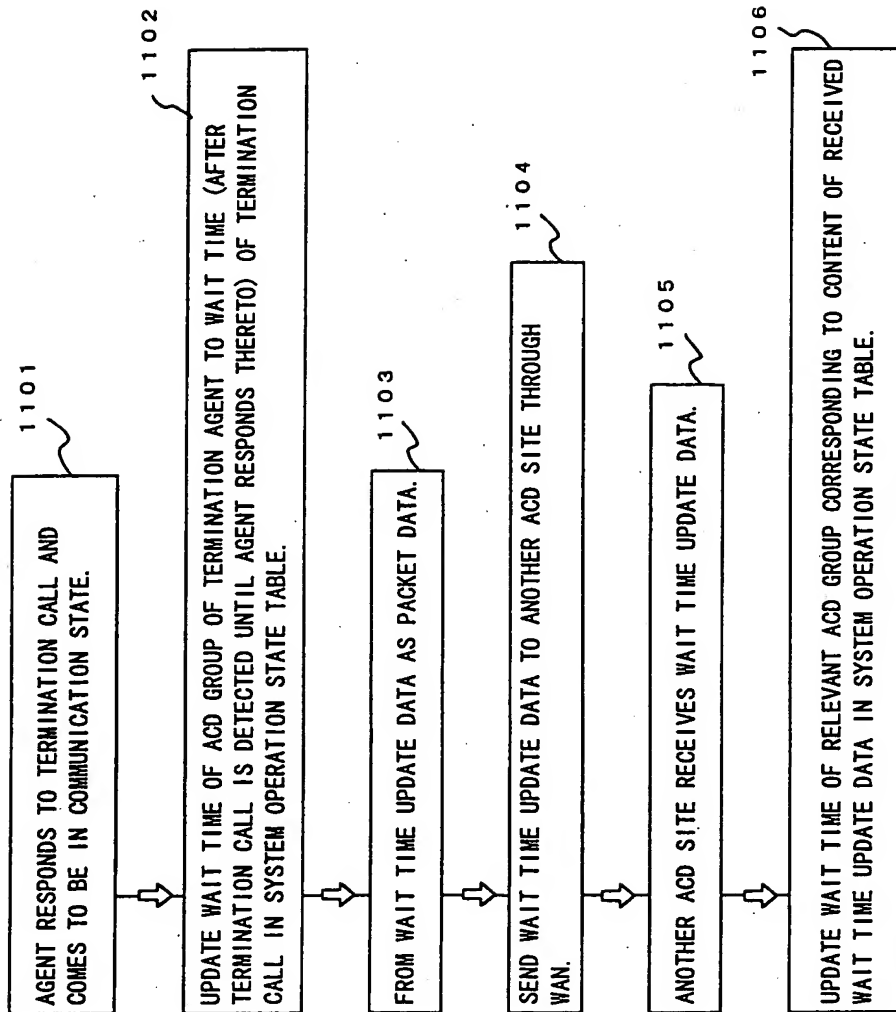


FIG. 11

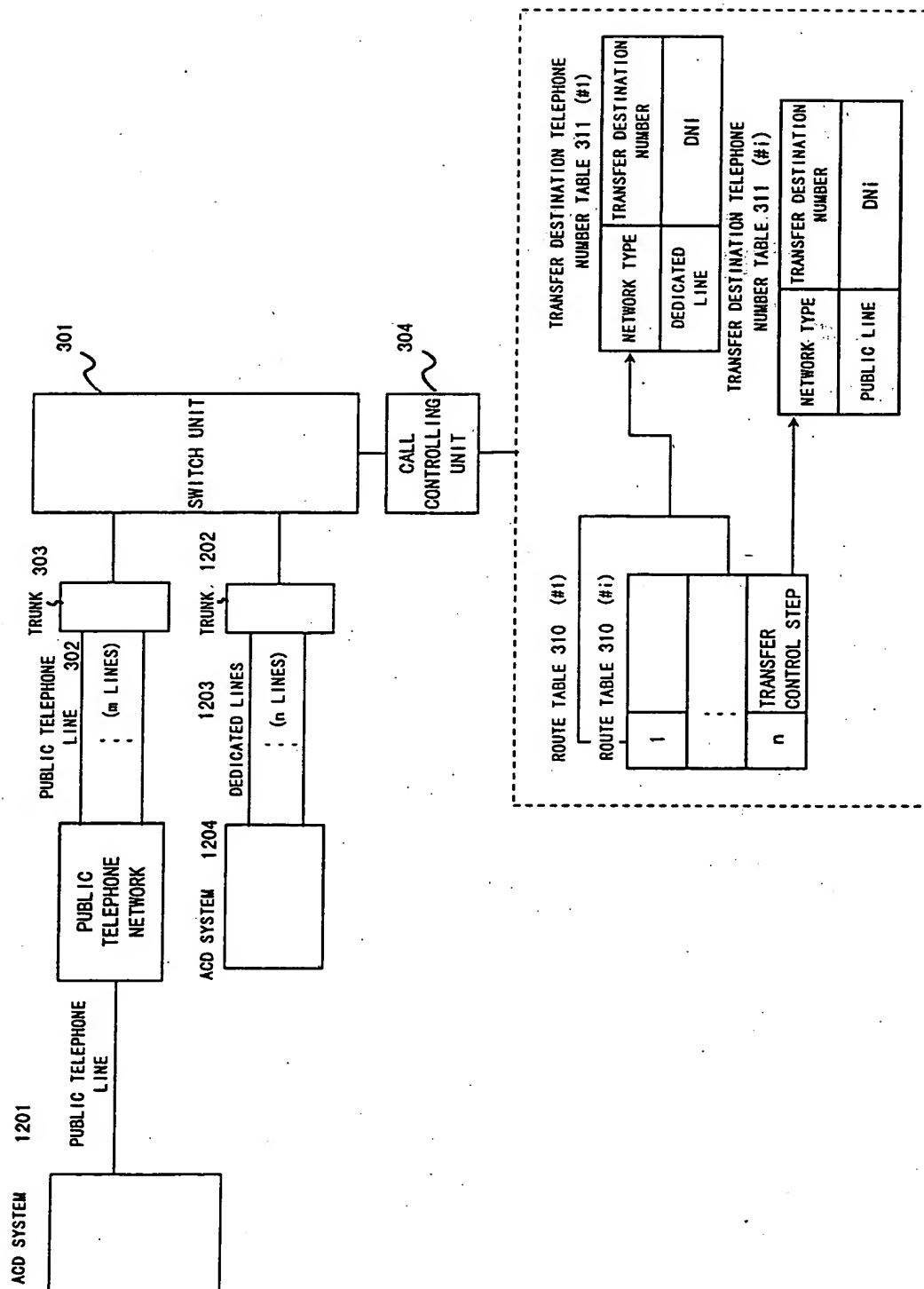


FIG. 12

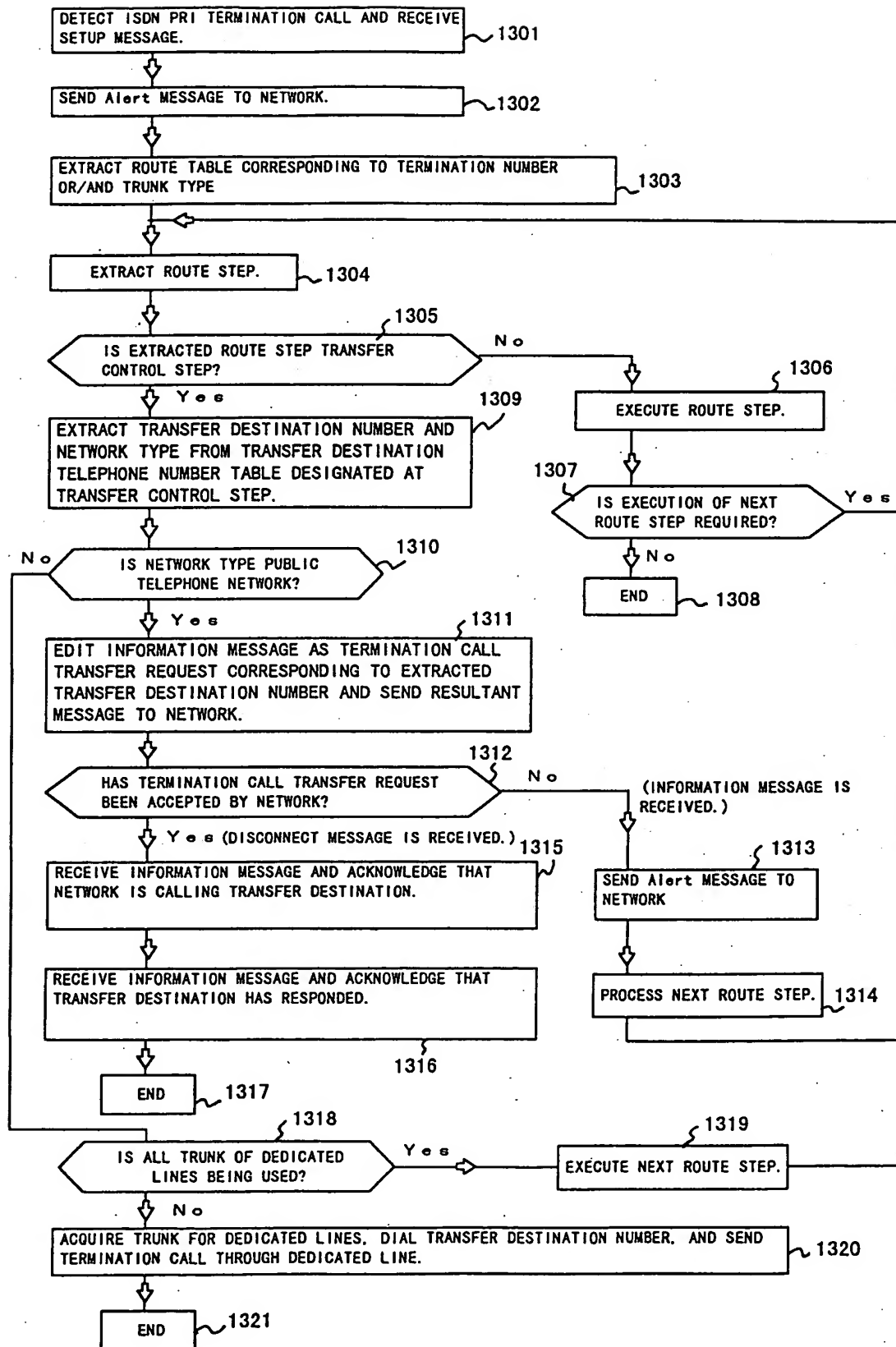


FIG. 13

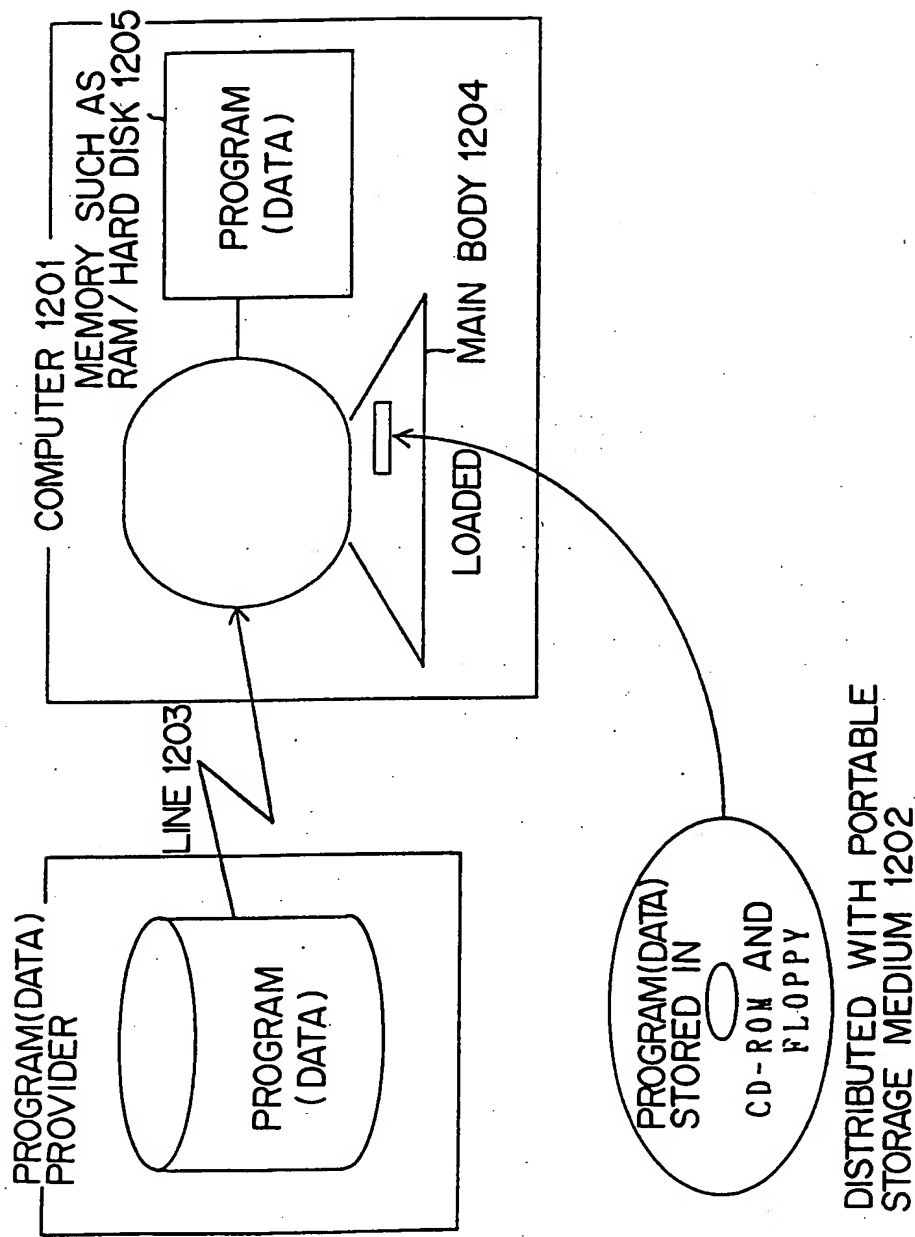


FIG. 14